

ORGANIZATIONAL ISSUANCE

CD50

Handling Public Inquiries Requests

APPROVING
AUTHORITY

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		9/8/99	Baselined OWI
Revision	A	7/17/00	Quality Record Identification, Repository and Retention revised.
Revision	B	8/14/01	Update Applicable Documents
Revision	C	10/24/02	Delete Applicable Documents, Reference NPG 144.1, Change flow diagram from Appendix A to Figure A.

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1. PURPOSE

This document provides instruction for processing requests from the general public for information about the Marshall Space Flight Center.

2. APPLICABILITY

This organizational work instruction applies to all personnel who answer Public Inquiries Requests.

3. APPLICABLE DOCUMENTS

None

4. DEFINITIONS

a. General public: Any individual who requests information about NASA/MSFC and has not identified themselves as a teacher or professor or anyone that request information on behalf of a corporation.

b. Technical: Specific information about a MSFC Program/Project that is not maintained in the public inquiries systems.

5. INSTRUCTIONS

5.1 The Public Inquiries division will receive all requests from the general public for information about the Marshall Space Flight Center. These requests are accepted via phone, letter, fax or electronic mail.

5.2 Requests are reviewed and categorized either foreign or domestic.

5.3 Foreign requestors are sent a standard foreign mail package.

5.4 Domestic requests are read and packages are assembled with general information about the Marshall Space Flight Center. All questions and specific information that is requested is responded to if the information is readily available and on-hand. If the information requested require more than ten minutes of research then the request will be forwarded to the appropriate Marshall program office or other NASA center if the question is more appropriate for another center to answer. These packages are mailed via the U.S. mail system except in cases where the requester has asked for an electronic response. As a cost and

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time saving measure, electronic responses may include referring the requestor to NASA web site addresses where the information may be found instead of sending the requestor paper copies of information.

5.5 If a requester has asked a technical question and there are no publications in the Public Inquiries systems that answers that question, the contractor personnel may direct that question to a MSFC employee identified as having the technical answer. The MSFC technical employee may elect to respond directly to the requester or may ask the Public Inquiries Office to forward the supplied answer for them.

6. NOTES

None

7. SAFETY PRECAUTIONS AND WARNING NOTES

None

8. APPENDICES, DATA, REPORTS, AND FORMS

None

9. RECORDS

Quality Record	Repository	Retention
A listing of all mail-outs	Maintained by Public Inquiries Contractor	NPG 1441.1 Schedule 1/55 [1382] Destroy when 3 months old or when no longer needed, whichever is sooner.

10. TOOLS, EQUIPMENT, AND MATERIALS

None

11. PERSONNEL TRAINING AND CERTIFICATION

None

12. FLOW DIAGRAM

See Figure A.

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Figure A
Request for Public Inquires
Flowchart

